

Los Angeles County Sheriff's Department Industry Station



In-Service Training Recap Report

January-March of 2016



Captain Timothy K. Murakami

Prepared by Lieutenant John Gannon

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A. Introduction

Training Summary

Late last year, City Manager Paul Philips and Mayor Pro Tem Cory Moss approached Lieutenant Gannon with an idea to provide autism awareness training for all the deputies at Industry Station. The city had learned of successes by Glendale PD and Pasadena PD, working with **Autism Interaction Solutions** to provide autism awareness training. The city offered to sponsor that training here, at Industry Station.

The Sheriff's Department is currently planning for the training of thousands of deputies in patrol regarding critical incident training (up to 32 hours class). While we knew that was in the works, the city's willingness to provide autism awareness training to deputies on patrol motivated us to develop a local, 1-day "in-service" training curriculum that would help give Industry Station personnel better perspective about persons with mental illness or developmental disabilities. This training will improve our level of service, compassion and understanding when dealing with families or caretakers who call us for help.

While Industry Station personnel did not use force during 86% of our encounters with mentally-ill individuals last year, it is believed that this training may help reduce the use or level of force needed to bring about a peaceful resolution to situations that deputies encounter in the field, which involve subjects who are either mentally-ill or present with developmental disabilities.

Overall Training Goals

There were two essential goals for this 1-day training course:

The course helped to prepare staff assigned to Industry Station for encounters they will inevitably have with mentally ill and/or developmentally disabled persons on and off duty. It is believed that this training will help prepare deputies particularly with regard to recognizing signs and symptoms of such persons in the field, at the desk and in the station jail. In those circumstances, improved communications, de-escalation techniques, and other considerations learned in the class may help personnel avoid the use of force, or reduce the level of force used, to safely restore order with less threat of injury to the deputies or the afflicted persons they encounter.

The second goal was to attract media coverage in order to show the public how deputies at Industry Station are being trained. This was a positive message because it demonstrated how deputies do not want to hurt any individual unnecessarily during situations in the field if it can be avoided. This also helped increase community awareness about the challenges faced by deputies when they encounter persons with mental illness and/or developmental disabilities in the field.

Disclaimer

It is well-recognized up front; this training will ever *eliminate* the real threat posed by resistive, uncooperative, or assaultive person(s) whom deputies may engage in the field, regardless of their underlying condition(s). Objectively reasonable use of force to protect themselves and the lives of others was continually stressed during the course. However, new options and tactics were tried and tested, when feasible, adding some new perspective to the deputies' overall understanding of potential underlying mental illness or developmental disabilities and possible alternative tactics to help minimize uses of force whenever the situation affords our staff time to gather intelligence and attempt to diffuse the situation.

Specific Objectives & Evaluation Methodology

1. Participants engaged in discussions and group exercises following scenarios presented on a DVD from POST. This first segment of the class is POST certified for (3) hours of professional training credit for the topic of mental health. This objective was achieved using a written questionnaire to augment the team exercises. Group (oral) presentations also helped demonstrate knowledge attainment.
2. Participants practiced and demonstrated their ability to recognize a person with mental illness during typical situations they face daily in patrol.
3. When encountering persons with mental illness who pose a threat to themselves or others, participants demonstrated their ability to engage in tactical communications to try and gain trust, to seek compliance, and to dissuade such persons(s) from hurting themselves or others.

Objectives 2 and 3 were achieved using Multiple Interactive Learning Objectives (MILO) simulator to complete a minimum of four mental health scenarios, which were witnessed and graded by a supervisor not lower in rank than sergeant. The focus of the MILO scenarios was to observe evidence of sound decision making. Participants had to provably communicate with mentally-ill persons who could pose a physical threat to themselves or others, as well as communicating with their partners. De-escalation techniques were observed and evaluated in real-time during the scenarios. The majority of scenarios ended with less lethal or no force being used whenever possible.

Each scenario was immediately debriefed. Feedback was provided from trained instructors who specialize in the MILO, weapons training, and/or mental health topics being emphasized during this training. The ability to immediately debrief before continuing on to further scenarios helped build confidence in the participants; they received feedback and tips to try in the next scenario(s). They also received clear critiques and realized what observable skills were expected of them when dealing with mentally-ill persons.

Any scenario not completed to satisfaction, according to the evaluating supervisor, resulted in immediate remediation on the exercise scenario(s). One student, a trainee not long on patrol, was directed to complete the entire MILO portion of the class one week after his initial attendance. This ensured his remediation had a lasting effect, as he demonstrated that he could provably complete the exercises proficiently when faced with similar circumstances again, in the field.

4. Participants improved their understanding about limitations, barriers and frustrations experienced by those with developmental disabilities. This was achieved by group and individual participation in observations and tactile tasks, purposely made difficult by disruptions and external stimuli, which simulated the experience of being developmentally disabled. Two group exercises are pictured below:



5. Participants improved their understanding about how to engage a person in the field with developmental disabilities when they are in distress or when the caretaker is attempting to resolve a “meltdown.” This was accomplished by discussions and firsthand accounts by afflicted family members who interacted with the deputies. Hearing it firsthand from family members who could relate their personal experiences to the deputies had a much greater impact, as reported by the deputies in their verbal feedback and responses to the course survey.
6. In support of the second goal, our objective was to invite media to help publicize our training initiative. The achievement of this goal was accomplished by the wide circulation and/or viewership of the stories carried by the various media outlets that covered our story and shared the good news about our efforts with the public.

B. Presentations

Dates/Times

This course was offered weekly, on Wednesdays, due to the ability to schedule staff on a “pay back” or “overlap” day. Class dates are shown:

- January 13, 2016
- February 3, 2016

- January 20, 2016
- February 17, 2016
- January 27, 2016
- March 30, 2016

Presenters / Instructors

This initiative was due in large part to the support of the City of Industry, the concurrence of Captain Murakami, and due to the commitment of the following personnel:

- Deputy Rene Argüelles – POST Mental Health Instructor
- Deputy Irma Chavez – POST Mental Health Instructor
- Deputy Shawn Walters – MILO Logistics, Operator, Instructor
- Deputy Gordon Baker – MILO Operator, Instructor
- Deputy Kevin Tiwari – MILO Logistics, Operator, Instructor
- LET Ken Layman – MILO Logistics, Operator
- Kate Movius – Presenter, Autism Interactive Solutions, Inc.

Locations

The initial segment of the class, addressing foundational POST-approved material and objectives, was held in the Industry Station assembly room. Next, participants completed exercises in the MILO simulator room - just down the hall from the assembly room. Students waiting to do their scenarios were staged in the assembly room.

The presentation about autism was held at the Industry Manufacture's Council (IMC) building near city hall. It was believed, and later affirmed, that the assembly room did not afford a suitable size space for visiting families to interact with deputies. The IMC building was much better due to size, lighting and layout. It was also a more neutral environment that appeared less paramilitary and “warmer” to the visiting kids than the stark cinderblock basement of a 1964 sheriff station.



Content

Refer to Appendix A – course itinerary showing the curriculum summary.

C. SWOT Analysis of the In-Service Training

Strengths, weaknesses, opportunities and threats (SWOT) to the in-service training are discussed in the following sections. SWOT analysis¹ may be helpful for those considering implementation of their own similar in-service training program.

Strengths

- Financial support by City of Industry for the Autism Interaction Solutions presentations.
- Ongoing support of the City Council and City Manager for this and related initiatives to help train deputy sheriffs. The City has expressed a desire to be out in front of emerging trends and willing to test new training concepts, leading the County in the delivery of cutting edge training for deputy sheriffs serving on patrol in the East San Gabriel Valley.
- Support by LASD executives: Captain Murakami, Commander Halm, Chief Johnson
- Support from the LASD Director of Psychological Services Bureau, Dr. Steven Sultan
- MILO at Industry Station – a regional training site for MILO starting in 2015.
 - Deputy Shawn Walters’ ability to handle the logistics of MILO and his established relationship with representatives at MILO to help expedite and resolve parts issues rapidly.
- The caliber of station training staff and their incredible commitment to this initiative.
- The work ethic of the public relations officers at Industry Station, their “connections” in the media, and our working relationship with Dolphin Group.
- Dependability and superior delivery of the presentation by Kate Movius, especially when augmented by the visiting families.
- The interest and support for this training initiative by supervisors and staff participants at Industry Station was remarkable.



¹ Refer to <http://www.businessnewsdaily.com/4245-swot-analysis.html>

Weaknesses

- There were some delays in the initial implementation phase of the project. Dr. Sultan and City Manager Paul Philips helped tremendously in this regard.
- The MILO and autism training segments are not currently POST-approved. While still highly beneficial, these two segments should be certified with POST moving forward. This is currently being addressed and may be retroactive for attendees.
- Record-keeping was virtually non-existent during early use of MILO simulator, as the station began experimental use of MILO to augment training for deputies during 2015. This initiative was the first significant attempt to capture and collect “hard data” for later use regarding participants. Even so, occasional gaps in data collection occurred, which is being corrected.
- Evaluation forms were developed during this initiative, which proved to be minimally effective. After conversations with OIG staff, who witnessed and participated themselves in several training sessions, the data collection forms need to be revisited to enhance data collection.

When this project started, the forms were not designed with long term study potential in mind. OIG input has greatly helped us realize the real potential that exists to study the impact this training has long term, as compared to a control group that has not attended such training. New forms should be developed and shared with OIG for further input to better meet the needs of the Department moving forward.

- MILO maintenance requires key personnel interested and willing to learn the intricacies of the equipment and how the accessories operate. Currently, Deputy Walters’ apprentice is LET Ken Layman. Deputy Walters is seeking more interested personnel who have the skills and interest level to support MILO logistically. He is smartly focusing upon newer deputies that will be at Industry Station for several years.
- The MILO and autism training segments are not currently POST-approved. While still highly beneficial, these two segments should be certified with POST moving forward. This is currently being addressed.

Opportunities

- Unparalleled support from the City - the City has a strong desire to continue and expand this initiative and perhaps explore further training options to enhance deputies' knowledge about mental health and development disabilities.
- The City of Industry and Industry Station have established a model program, which can be replicated elsewhere. So far, Pico Rivera, Century and Compton Stations have demonstrated some interest in replicating the in-service training.
- The City of Industry has been great about allowing deputies from other stations to attend and experience the benefits of implementing this training elsewhere.
- The City of Industry has generously offered LASD use of IMC as a regional site for mental health and developmental disabilities training. With MILO located nearby, Industry Station is poised to be a natural regional training site to offer such training to Department staff from EPD – impacting the entire East San Gabriel Valley. This may be particularly helpful to expand upon the this training we've just completed; the LASD will increase offerings, so more patrol deputies will receive critical incident training (CIT) in fiscal 2016-2017, to help address problems with mentally-ill persons interacting with deputies on patrol.



Threats

- This training initiative requires continued support and the full commitment of LASD and City executives and council members. If support on either side falls off, the entire training initiative would suffer. For example, if discontinued, deputies new to the station would miss out on this vital training and get no refresher training annually, progressively lowering Industry Station deputies' awareness and preparedness level as the number of trained personnel declines through attrition.
- MILO is a remarkable simulator but the equipment is subject to failure at the worst times, when students are actively engaged in exercises. Deputy Shawn Walters was literally able to skillfully resolve unanticipated issues "on the fly" to keep the classes up and running so no student skipped the scenarios. From his experience maintaining MILO, we've learned of the need to have spare parts and maintenance equipment on hand, which was recently requested through EPD procurement.

During fiscal 2016-17, it is highly suggested that East Patrol Division (EPD) procure one Beretta and one Smith & Wesson M&P laser cartridge, providing one spare assembly for each type of pistol. This way, if a weapon malfunctions during training, the spare can be

inserted and training continues – virtually uninterrupted. After training ends, the broken part/unit can be repaired or sent to MILO for repair and return. The spare units would literally act as insurance for the MILO simulator training program in EPD.

D. Results

The POST training was provided to 197 eligible sworn and civilian staff assigned to Industry Station. 118 field personnel completed the enhanced portion of the class, which included the MILO scenarios and autism presentations.

Although the autism portion was financially supported by the city, attendees also serve the cities of La Habra Heights, La Puente and the unincorporated areas of Bassett, Valinda, Hacienda Heights, and Avocado Heights. The City support was intended to benefit the whole region.

Special invitation was given to the Hacienda La Puente School District (HLPD) Police Department. Under the leadership and vision of Chief John Babbitt, all of their sworn officers attended this in-service training and engaged in the discussions and scenarios side-by-side with deputies. **This proved to be a best practice that is highly encouraged for any station considering implementing this training in the future. Training side-by-side with our allied agencies clearly enhanced the training for both involved agencies.**

As a brief experiment, deputies from Crescenta Valley and Century Stations were invited and sent a limited number of participants to afford those staff a unique opportunity for this type of training. They were appreciative and returned to their units to tell staff about the training.

Summary of Statistics About Course

What follows is a summary of the outcome of training exercises reflecting the highest level of force used by each team of two partners handling a difficult, complex mental health scenario using the MILO simulator. It should be noted; all of the scenarios had the potential to escalate to deadly force - especially if the deputies missed verbal and non-verbal cues, and/or failed to de-escalate the situation using verbal communications and less lethal options, where objectively reasonable.

- 50.3% of scenarios resulted in communication/de-escalation techniques only (no force)
 - 1.6% of staff required immediate remediation due to a failure to demonstrate their de-escalation proficiency on first attempt

- 32.2% resulted in use of the Taser as the highest force option deployed
- 12.4% resulted in use of pistol as highest force option deployed
 - 1% required remediation due to judgement error (repeated class for this error)
- 94.5% passed the MILO exercises on their first attempt
- 5.5% required remediation (inadequate verbal skills on first attempt and use of pistol)
- One (1) deputy had to repeat the MILO scenarios at another class (a new trainee)

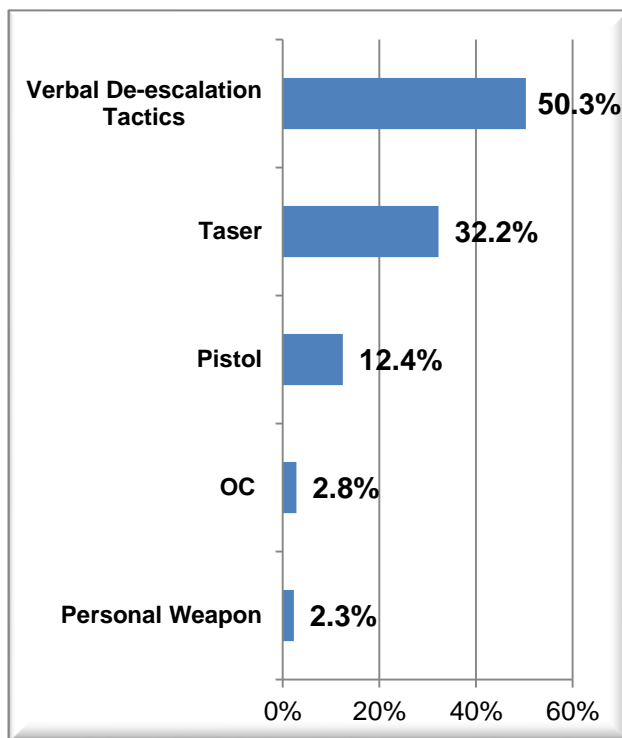


Figure 1 - Just over half of scenarios ended with NO force used

Importance of Tasers

The HLPSPD Police officers do not carry a Taser, which proved to be quite problematic when faced with assaultive high-risk category suspects in MILO exercises. They were forced to use their pistol when no Taser was available, which somewhat skewed upward the highest level of force use being pistol use – out of necessity. This concern was brought to the attention of Chief John Babbitt for further consideration.

The second highest category of force used while dealing with an assaultive mentally-ill person was the Taser. This underscores the importance of deputies carrying their assigned Taser in the field².

Participants were able to gain compliance of multiple subjects by use of the Taser red laser dot aimed at the subject while engaging them in de-escalation conversation, using techniques taught in the class. However, that number of incidents diffused by use of the laser dot alone is not known because those instances were recorded as communication/de-escalation techniques. In the future, this should be more carefully recorded separately to determine the level of importance the visual “show of force” (laser red dot) has in helping to diffuse a potentially volatile incident.

² In April of 2016, a new unit order was issued at Industry Station requiring each patrol unit to carry a minimum of (1) Taser while on patrol. Tasers are now assigned by the watch sergeant on each shift.

E. Media Exposure

In support of the second goal of this initiative, an aggressive media campaign was launched in mid-February to market the story and proactively encourage reporters to cover us. Deputy Jim Bickel, public information officer for Industry Station, worked tirelessly with Dolphin Group representatives (media liaison contractor for City of Industry) to promote the story and increase coverage. Significant media exposure was obtained, with visits by media to witness the training sessions on February 17 and March 30, 2016:

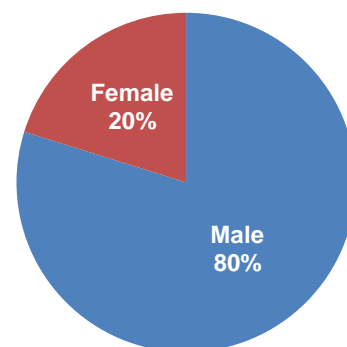
- KTTV Fox 11 news
- KABC Channel 7 news
- KNX 1070 – feature story (extended interview ran over a minute throughout day)
- LA36 “County Cable Channel” – feature story
- TV 52 Noticias (Spanish)
- San Gabriel Valley Tribune – feature story ran in five news publications in So. Calif.
- LA18 Chinese TV news
- Foreign language newspapers: Korean, Chinese, Spanish

In addition to the above media outlets, the story was picked up by multiple web-based news outlets extending well-beyond California.

F. Feedback About the Course

Participants

Overall, the participants were 80% male and 20% female.



Substantive Content and Usefulness of the Training

The following is a summary of the feedback received by participants (mostly deputies and officers) regarding this course, which was collected and computed using web-based software:

- 88% of course participants were satisfied (39%) or *very* satisfied (49%) with the morning POST-certified segment (instructor-led discussions after viewing DVD scenarios)
- 94% of course participants were satisfied (27%) or *very* satisfied (67%) with the instructors' facilitation of the discussions after viewing DVD scenarios (performance by Deputies Arguelles and Chavez).
- 90% of participants felt the MILO simulator exercises helped reinforce the morning discussion/training principles about interactions on patrol with mentally ill subjects. More than half of the participants (54%) “*strongly* agreed” that the MILO was beneficial.

- 94% of participants *enjoyed* the MILO simulator exercises that were integrated into the curriculum. In fact, 73% of respondents “*strongly* agreed” they enjoyed the MILO portion of the training.
- 98% of participants felt the MILO instructors/operators gave helpful feedback that complimented the training. Two thirds (67%) of the participants felt “strongly” the instructors for the MILO portion were exceptional.
- 98% of course participants were satisfied (25%) or *very* satisfied (73%) with the content of the autism presentation by Autism Interaction Solutions.
- 96% of course participants were satisfied (19%) or *very* satisfied (77%) with Kate Movius’ presentation and exercises.

G. Recommendations

In short, the training was hugely appreciated, unique and effective; it should be continued if made possible by the financial support of the City of Industry.

Each year, the course should be refreshed and updated to include current content, relevant videos and exercises. All sworn staff assigned to Industry Station after March 30, 2016, should be mandated to attend the full 8-hour training course curriculum within their first year of assignment on patrol. With the city support, it may be possible to maintain the ongoing relationship with Autism Interaction Solutions, so that new staff has the opportunity to see Kate Movius’ presentation and experience a meeting with affected families. It is invaluable to see and interact with the families, which must be fully experienced firsthand to have a lasting impression on the assigned personnel.

An annual refresher course could be established with new content to update field staff on emerging trends and best practices involving police interactions with persons with developmental disabilities. It may be possible to combine such refresher material into a curriculum that includes other mandated content annually, such as First Aid, CPR or other perishable skills training.

Appendix A – Sample Course Itinerary

0700 – 0730 Welcome / Overview / APIS / Housekeeping

0730 – 1100 Lecture/Presentation - POST Mandated Mental Health (w/ DVD)



Scenario #1 (918/415F call) - Father calling about adult daughter “out of control” and breaking things at location. Has not taken meds for 5 days



Scenario #2 (925/P918 call) – Man walking in the street in front of location talking to himself and pacing back and forth

Update: subject is wearing camouflage green army jacket



Scenario #3 (925/P918V call) – Male in parking lot of location holding what appears to be a knife. Crouching by parked cars on the north side of the lot.

Update: informant stated, suspect yelling at passerby's



Scenario #4 (415N call) – Male yelling to rear of house on patio and playing loud music. Ongoing problem. Access via rear alley - there's no fence behind house



Instructor's Pick - Mental Health Scenario

1100 – 1430 Groups Alternate Going to Milo Range for Scenarios / Code 7 / Gas Masks:

1430-1645 Presentation: Autism Awareness & Interaction with Deputies & Affected Families

Location: Industry Manufacturer's Council (IMC)

15651 Stafford Street, City of Industry, CA 91744 (626) 968-3737

1700 Return to Station – EOW & Evaluations (Online – notification via email)

Appendix B –Participant Feedback

Feedback About POST DVD Content/Group Discussions

How satisfied were you with the POST DVD and content/material covered during the initial (morning) segment of the mental health training?

	Extremely dissatisfied	Moderately dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Weighted Average
(no label)	6.12%	2.04%	4.08%	38.78%	48.98%	4.22

With regard to Deputies Arguelles and Chavez, how satisfied were you regarding the instructors' facilitation of the initial (morning) segment of the mental health training?

	Extremely dissatisfied	Moderately dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Weighted Average
(no label)	6.12%	0.00%	0.00%	26.53%	67.35%	4.49

What did you like about the morning session of training on mental health?

Note: The following are actual comments provided by deputies via electronic surveys

Very informative, and refreshing to hear that LASD is taking a proactive approach to dealing with the ill members of our society.

2/25/2016 10:20 AM

Information was very useful and will be of great use to me in the field.

2/24/2016 11:29 AM

Updates on how the department would like to handle 5150 WIC calls. I also liked the information on juveniles and mental illness.

2/24/2016 10:25 AM

Discussions and videos

2/23/2016 1:38 PM

Information received is applicable to our calls for service. Received additional knowledge on how to approach calls with persons with disabilities.

2/23/2016 10:05 AM

The Deputies knew what they were talking about and used prior contacts also.

2/23/2016 9:56 AM

Breakout sessions allowed for everyone to share past experiences, good or bad.

2/22/2016 12:57 PM

Video examples of the incidents

2/19/2016 10:08 AM

N/A

2/19/2016 9:47 AM

Video was appropriate for the topic

2/18/2016 1:18 PM

The group participation and different opinions and experiences that were shared.

2/18/2016 11:59 AM

The group activities

2/18/2016 11:52 AM

The reminder of the penal code sections on dealing with 5150 adults and minors.

2/18/2016 10:26 AM

ATTENDED A PM CLASS FOR RESERVES

2/18/2016 9:21 AM

The group breakout discussions.

2/18/2016 8:02 AM

N/A

2/18/2016 6:46 AM

Both Deputy Arguelles and Chavez were enthusiastic and knowledgeable regarding the subject matter.

2/18/2016 6:31 AM

N/A attended PM class, class was very good

2/18/2016 6:13 AM

The group discussions

2/18/2016 6:12 AM

The training was informative and interesting.

2/17/2016 10:57 PM

Very informative

2/17/2016 9:51 PM

Excellent. I appreciated the opportunity to be a part of the training. Ms Kate Movious's presentation was outstanding.

2/17/2016 9:43 PM

The explanation of how to differentiate the different types of mental health and what the victim of the disease experiences.

2/9/2016 2:39 PM

It was very relevant to our job

2/4/2016 1:40 PM

Deputies Arguelles and Chavez were very knowledgeable and enjoyed listening to their personnel experience dealing with the mentally ill.

2/4/2016 8:17 AM

I was able to learn about the different types of mental illness and how to interact with them in a better way.

2/4/2016 7:06 AM

Being able to discuss each scenario right after we watched it

2/4/2016 3:30 AM

Lots of knowledge coming from the deputies that I could use in the field.

2/3/2016 5:09 PM

Both deputies did a good job articulating the content and engaging the audience.

2/3/2016 1:51 PM

The mix of videos and lecture along with the group discussion was a good mix.

2/3/2016 1:30 PM

N/A

2/3/2016 10:38 AM

I believe both instructors did a good job in explaining the course. Both instructors also did a good job keeping everyone involved.

2/3/2016 6:25 AM

I found the information helpful in doing my job on a daily basis

2/3/2016 3:16 AM

Law Enforcement Related scenarios

2/2/2016 8:33 PM

DVD's were realistic with situations we encounter.

2/2/2016 7:12 PM

Group interaction and responses, video providing information regarding signs of mental illness

2/2/2016 12:27 PM

Breaking into groups to discuss scenarios gave us different points of view.

2/2/2016 12:06 AM

Group discussion made the training interactive and made the discussion a lot less dry.

2/1/2016 7:37 PM

Interactive with entire class

2/1/2016 6:18 PM

The Instructors were clear and professional in there lectures and made good use of video.

2/1/2016 3:07 PM

The videos and subject matter were very relevant to real life scenarios encountered by patrol deputies on a daily basis.

2/1/2016 2:52 PM

The group participation was helpful

2/1/2016 1:48 PM

The videos

2/1/2016 1:15 PM

ROLE PLAYING

1/30/2016 5:51 AM

Interaction

1/29/2016 2:59 PM

Great very informative

1/29/2016 10:08 AM

Group break out

1/29/2016 7:12 AM

What did you dislike about the morning training session on mental health (BEFORE going to Milo Range)?

N/A

2/25/2016 10:20 AM

N/A

2/24/2016 11:29 AM

I think the department needs to do more research on how the mental health hospitals actually deals with deputies attempting to place 5150's.

2/24/2016 10:25 AM

None

2/23/2016 1:38 PM

No issues

2/23/2016 10:05 AM

n/a

2/23/2016 9:56 AM

Length of session seemed a bit lengthy.

2/22/2016 12:57 PM

Nothing

2/19/2016 10:08 AM

n/a

2/19/2016 9:47 AM

Don't need five groups to talk about the same scenario. Very redundant.

2/18/2016 1:18 PM

Possibly more realism in the scenarios on the DVDs would be nice

2/18/2016 11:59 AM

The videos were limited and not geared towards our department

2/18/2016 11:52 AM

Side conversations others were having...it took away from the class.

2/18/2016 10:26 AM

Did not attend

2/18/2016 9:26 AM

SEE # 3 ABOVE

2/18/2016 9:21 AM

N/A

2/18/2016 9:02 AM

N/A

2/18/2016 6:46 AM

Content was "dry", however both instructors did their best to keep the class on task and engaged.

2/18/2016 6:31 AM

N/A, attended PM class conducted MILO training prior to attending mental health training, MILO is a good training tool.

2/18/2016 6:13 AM

I did not learn anything new,

2/18/2016 6:12 AM

Liked it all.

2/17/2016 10:57 PM

All good

2/17/2016 9:51 PM

None.

2/17/2016 9:43 PM

I think it could be condensed. Taking 10 minutes to discuss the different video scenarios is a little much.

2/9/2016 2:39 PM

No scenarios on dealing with non-complaint people

2/4/2016 1:40 PM

Instead of breaking off into two groups, it may have been beneficial to have only one conversation which included everyone. (time saver)

2/4/2016 8:17 AM

Nothing.

2/4/2016 7:06 AM

No complaints

2/4/2016 3:30 AM

Nothing

2/3/2016 5:09 PM

The people that were present and not actively engaged in the training.

2/3/2016 1:51 PM

No dislikes.

2/3/2016 1:30 PM

n/a

2/3/2016 10:38 AM

Nothing.

2/3/2016 6:25 AM

Getting up early

2/3/2016 3:16 AM

None

2/2/2016 8:33 PM

The instructors made it so we could break up in groups and not just sitting there.

2/2/2016 7:12 PM

Nothing I disliked.

2/2/2016 12:27 PM

N/A

2/2/2016 12:06 AM

In some of the video segments, the tactics could have been more realistic to the sheriff's department policy, making it easier to relate to "on the job" circumstances.

2/1/2016 7:37 PM

Waking up early to attend

2/1/2016 6:18 PM

Nothing

2/1/2016 3:07 PM

None

2/1/2016 2:52 PM

None

2/1/2016 1:48 PM

Break out discussion

2/1/2016 1:15 PM

IT ALL WENT WELL, NO NEGATIVE COMMENTS

1/30/2016 5:51 AM

Videos were a bit unrealistic

1/29/2016 2:59 PM

Nothing

1/29/2016 10:08 AM

Nothing

1/29/2016 7:12 AM

Feedback About MILO Simulator Exercises/Instruction

The simulator reinforced the morning discussion/training about mental health concerns:

Strongly disagree

0.00%

Disagree

2.08%

Neither agree nor disagree

8.33%

Agree

35.42%

Strongly agree

54.17%

Avg score on a 1-5 scale (5 being highest satisfaction rating): 4.2

—

I enjoyed the simulator exercises integrated into the training:

Strongly disagree

0.00%

Disagree

4.17%

Neither agree nor disagree
2.08%

Agree
20.83%

Strongly agree
72.92%

Avg score on a 1-5 scale (5 being highest satisfaction rating): 4.63

The simulator instructor(s) gave helpful feedback that complimented the training:

Strongly disagree
0.00%

Disagree
2.08%

Neither agree nor disagree
0.00%

Agree
31.25%

Strongly agree
66.67%

Avg score on a 1-5 scale (5 being highest satisfaction rating): 4.63

Please provide feedback about what you liked, disliked and/or what we can improve about the use of the Milo Range (simulator) during "in-service" training.

Very useful training, thought provoking
2/25/2016 10:22 AM

N/A
2/24/2016 11:29 AM

I am the trainer for the milo simulator and can't give feedback about my training
2/24/2016 10:27 AM

I like the training especially the last seminar regarding "Autism" patients. It was very informative and essential information for LE
2/23/2016 1:40 PM

I found it to be the most realistic training that would prepare me for a similar scenario out on patrol.
2/23/2016 10:12 AM

Need more time on Milo and more scenarios so get more hands on.
2/23/2016 9:59 AM

The MILO simulator is an incredible tool to incorporate into the Mental Health training and possibly future topics in training.
2/22/2016 1:00 PM

The video is not clear enough to see certain details within the scenario but nonetheless, excellent training.
2/19/2016 10:10 AM

N/A
2/19/2016 9:48 AM

Good training

2/18/2016 1:19 PM

I liked Dep Bakers critique after the scenario. I learned something new.

2/18/2016 12:02 PM

The MILO was very helpful and allowed us to apply what was gone over in the class portion. It was limited in regards to the way it reacts to your interaction. Often the reaction on the screen did not match with my directions or commands.

2/18/2016 11:58 AM

Great feedback from Deputy Gordon Baker. He provided real time feedback. Also, it was great on his part to get our thoughts right after the situations.

2/18/2016 10:27 AM

THE MILO WAS DONE WITH NO TRAINING AS WHAT WAS THE RIGHT WAY TO DEAL WITH THE SITUATION. IT WAS ONLY CRITICIZED AFTER AS WHAT WAS DONE WRONG.

2/18/2016 9:23 AM

The realistic nature of the training was outstanding.

2/18/2016 9:03 AM

The Milo Range added a degree of realism and hands on application.

2/18/2016 6:32 AM

I did not get much out of the POST video segment. MILO training was very good.

2/18/2016 6:15 AM

Great tool

2/18/2016 6:13 AM

Milo training is awesome.

2/17/2016 10:59 PM

Food was the best

2/17/2016 9:52 PM

It would be great to have more opportunities to train on Milo. Fantastic and realistic training opportunity. I love the fact it is at IDT.

2/17/2016 9:45 PM

The Milo training was very enjoyable. The only negative thing about the Milo is, it is hard to determine distance between deputy and suspect and to get no reaction at all when giving commands to the suspect or mental health patient is a little extreme. In majority of circumstances you will get some sort of reaction from the person, whether positive, negative or merely an acknowledgement by looking in your direction as the person trying to communicate.

2/9/2016 2:43 PM

Milo training could be longer

2/4/2016 1:40 PM

The instructors were very knowledgeable and had great personalities. I learned a TON.

2/4/2016 8:18 AM

I liked the Milo Range. It was beneficial to use the skills we learned in class in real life situations.

2/4/2016 7:08 AM

Would like to do one or two scenarios as a one-man unit, instead of all as two-man

2/4/2016 3:31 AM

Deputy Baker and Deputy Walters Ran the scenarios very professional and I wish we could spend more time in the simulator. It's a great tool for the station.

2/3/2016 5:10 PM

The Milo Range is an excellent tool to assist with dealing with different scenarios.

2/3/2016 1:51 PM

As a first time in the Milo, I had no negative comments about the training.
2/3/2016 1:31 PM

Training was great
2/3/2016 10:40 AM

No complaints the training course was informative.
2/3/2016 6:26 AM

I think the Milo is a very good tool to be able to use for training
2/3/2016 3:16 AM

None
2/2/2016 8:34 PM

Great use of how the simulator reacts to our voice commands etc.
2/2/2016 7:12 PM

Great use of the simulator to provide a somewhat "realistic" experience even though not all resources (ie. force options, less lethal, aero, supervisor) are available to handle the call as one would in the field.
2/2/2016 12:31 PM

Positively reinforces what we learned with a hands-on practical application.
2/2/2016 12:09 AM

Simulator training is always fun however I have always had a problem talking to a screen. Problem with simulator training is that even though it's as realistic as possible it still has the feel of a video game and therefore makes it difficult to interact with the screen.
2/1/2016 7:40 PM

No change
2/1/2016 6:18 PM

I had a great time with the MILO training. Once again the scenarios were very relevant to daily calls/encounters by patrol deputies. The active shooter (school) scenario was very realistic and unfortunately are very probable scenario for first responders.
2/1/2016 3:30 PM

More training in it!
2/1/2016 3:08 PM

None
2/1/2016 1:49 PM

Wish we could do it more often!!!!
2/1/2016 1:15 PM

MORE TIME ON THE MILO RANGE SIMULATOR
1/30/2016 5:52 AM

I liked it because it was very realistic
1/29/2016 2:59 PM

The simulator was great, excellent feedback from instructors
1/29/2016 10:09 AM

More active shooter (shoot/don't shoot) training
1/29/2016 7:13 AM

How satisfied were you with the autism awareness content/material covered during the final (afternoon) segment of the "in-service" training?

	Extremely dissatisfied (1)	Moderately dissatisfied (2)	Neither satisfied nor dissatisfied (3)	Satisfied (4)	Very satisfied (5)	Weighted Average
(no label)	0.00%	0.00%	2.08%	25.00%	72.92%	4.71

With regard to Kate Movius, the presenter, how satisfied were you regarding the instructors' facilitation of the autism awareness segment of the "in-service" training?

	Extremely dissatisfied (1)	Moderately dissatisfied (2)	Neither satisfied nor dissatisfied (3)	Satisfied (4)	Very satisfied (5)	Weighted Average
(no label)	0.00%	0.00%	4.17%	18.75%	77.08%	4.73

What did you like about the presentation about autism awareness?

It put a personal face on the issue, of law enforcement contacts with the mentally ill, the children with mental issues today, will be the adults we also contact tomorrow

2/25/2016 10:25 AM

Very useful information glad it's being taught to law enforcement.

2/24/2016 11:30 AM

The interaction with actual autism patients.

2/24/2016 10:29 AM

The presentation was good and inviting the family and sharing their experiences was a great idea.

2/23/2016 1:42 PM

Good information received. I obtained a better understanding on what Autism is and how it impacts lives.

2/23/2016 10:15 AM

Having the knowledge she had and bringing in autism parent with children, and others.

2/23/2016 10:02 AM

It opened my eyes to the world of mental illness and the challenges loved ones face on a daily basis when dealing with mental illnesses.

2/22/2016 1:07 PM

The kids and the families sharing their personal experience. Really appreciate the families taking the time to open our eyes to what they deal with every day.

2/19/2016 10:13 AM

n/a

2/19/2016 9:48 AM

I knew nothing about autism prior to the class and found it very interesting.

2/18/2016 1:20 PM

This was invaluable information with also included live interaction with people with autism. We were able to experience different levels of autism.

2/18/2016 12:06 PM

I thought it was very helpful that they had a couple of the children and their parents come in and talk and discuss this with us.

2/18/2016 12:06 PM

The fact that not autistic people will demonstrate the same symptoms.

2/18/2016 10:27 AM

Including actual contacts "in the field" were scenarios we can relate to.

2/18/2016 9:32 AM

EVENING TRAINING DID NOT UTILIZE THESE INDIVIDUALS.

2/18/2016 9:24 AM

The interaction with the children.

2/18/2016 9:04 AM

The presenter

2/18/2016 8:03 AM

It was good to hear from someone outside the department who could provide "real" information on the struggles in dealing with someone with mental illness.

2/18/2016 6:35 AM

The material was clear and concise and I learned a lot.

2/18/2016 6:19 AM

N/A did not get to see the autism presentation.

2/18/2016 6:15 AM

Enjoyed it all.

2/17/2016 11:01 PM

Very informative

2/17/2016 9:53 PM

The detail and facts Ms Katie presented. Based on the experiences I picked up over the her info was an excellent capsulation.

2/17/2016 9:48 PM

I enjoyed the whole presentation. It made me aware of how little I knew about autism.

2/9/2016 2:44 PM

Very relevant to our job

2/4/2016 1:42 PM

This was the best part of the day. I learned about Autism and how important it is for law enforcement to be aware of people with autism. Seeing and speaking with her and Willow gave me a new appreciation for life.

2/4/2016 7:10 AM

The fact that the lecturer had first-hand experience in the situation

2/4/2016 3:34 AM

Brings to light situations which have been hushed for so long and allow me to understand more about how autism is treated and helped.

2/3/2016 5:12 PM

The hands on approach.

2/3/2016 1:52 PM

The children brought in was very instructive and created awareness that was not known previously.

2/3/2016 1:32 PM

The first-hand knowledge

2/3/2016 10:46 AM

It was beneficial to be able to interact and meet the autistic children.

2/3/2016 6:27 AM

The ability to understand what someone goes thru on a daily basis with a child with autism and how best to deal with them

2/3/2016 3:18 AM

To have live patients introduced to us.

2/2/2016 8:35 PM

It was awesome to see first-hand someone who has autism

2/2/2016 7:13 PM

Her passion a delivery of the information really engaged the audience whether one had first-hand experience with autism or not.

Bringing the kids to the presentation helped me to understand their mannerisms and what behavior to be aware of.

2/2/2016 12:35 PM

Kate Movius is very knowledgeable and provided us with a better understanding of autism.

2/2/2016 12:14 AM

Very informative, the presenter spoke about concerns and issues which were highly relatable to our profession.

2/1/2016 7:42 PM

It was very informative

2/1/2016 6:18 PM

I learned about the different stages of Autism which I was not aware of prior to this class. It gave me a better understanding on what to look for and how to differentiate between an autistic person and someone who may be under the influence. I have a lot of respect and praise for parents of autistic children.

2/1/2016 3:34 PM

The presentation.

2/1/2016 3:08 PM

The interaction with the family

2/1/2016 1:49 PM

Everything

2/1/2016 1:16 PM

INFORMATIVE/AWARENESS

1/30/2016 5:53 AM
Interaction with the children
1/29/2016 3:00 PM
Very personal and real
1/29/2016 10:10 AM
Information provided
1/29/2016 7:19 AM

What did you dislike and/or what would you suggest changing about the autism awareness presentation?

N/A
2/25/2016 10:25 AM
N/A
2/24/2016 11:30 AM
I did not dislike anything about the class.
2/24/2016 10:29 AM
We need to educate more people about the autism awareness especially for L.E.
2/23/2016 1:42 PM
No issues
2/23/2016 10:15 AM
Nothing.
2/23/2016 10:02 AM
Did not see any deficiencies.
2/22/2016 1:07 PM
Nothing, it's great training.
2/19/2016 10:13 AM
na
2/19/2016 9:48 AM
Nothing to change.
2/18/2016 1:20 PM
I think having more interaction with autistic persons where we get to talk with them one on one.
2/18/2016 12:06 PM
I liked it the way it was. Maybe a couple videos of some of the extreme cases where we can watch them as well. The kids were great.
2/18/2016 12:06 PM
N/A
2/18/2016 10:27 AM
No dislikes.
2/18/2016 9:32 AM
ONE TYPICAL EXAMPLE WOULD BE SUFFICIENT.
2/18/2016 9:24 AM
N/A
2/18/2016 9:04 AM
Nothing
2/18/2016 8:03 AM
Getting to meet with the families was beneficial for all.
2/18/2016 6:35 AM
Nothing
2/18/2016 6:19 AM
N/A
2/18/2016 6:15 AM
The training was all good.
2/17/2016 11:01 PM
All good
2/17/2016 9:53 PM
It was excellent. I hope we are paying Ms Katie for her time.
2/17/2016 9:48 PM
I wouldn't change a thing. I actually thought it was the best part of the day.
2/9/2016 2:44 PM
Maybe going to a facility to see different types of autism patents
2/4/2016 1:42 PM
It was good to have those hands-on interactive exercises to give us an idea what it might feel like to have autism. Eye opening – very impactful!

2/4/2016 8:19 AM

Nothing.

2/4/2016 7:10 AM

A few videos (real life or actors) showing actual meltdowns might be helpful

2/4/2016 3:34 AM

Nothing

2/3/2016 5:12 PM

Nothing.

2/3/2016 1:52 PM

No change.

2/3/2016 1:32 PM

Nothing

2/3/2016 10:46 AM

Nothing.

2/3/2016 6:27 AM

I wouldn't change anything

2/3/2016 3:18 AM

None

2/2/2016 8:35 PM

Nothing

2/2/2016 7:13 PM

I feel more training in both of these areas will only strengthen the deputies' skills out in the field.

2/2/2016 12:35 PM

N/A

2/2/2016 12:14 AM

I didn't see any issues.

2/1/2016 7:42 PM

Nothing, it was a pleasant experience

2/1/2016 6:18 PM

None

2/1/2016 3:34 PM

N/A

2/1/2016 3:08 PM

None

2/1/2016 1:49 PM

Nothing

2/1/2016 1:16 PM

NOTHING

1/30/2016 5:53 AM

Nothing

1/29/2016 3:00 PM

Nothing

1/29/2016 10:10 AM

Nothing

1/29/2016 7:19 AM